Senior Resources Directory

Published by the Rappahannock Area Agency on Aging, Inc.

Printing Compliments of
Rappahannock Area Agency on Aging
460 Lendall Lane
Fredericksburg, VA 22405
540-371-3375
540-371-3384 fax

Find us online
www.raaa16.org

Like Us On facebook
www.facebook.com/RappahannockAreaAgencyonAging
Rappahannock Area Agency on Aging, Inc. (RAAA)

Created as a not-for-profit corporation in July of 1976, RAAA serves Planning District Sixteen, comprising the City of Fredericksburg and the surrounding counties of Caroline, King George, Spotsylvania, and Stafford.

The Older Americans Act, as amended, stipulates that each state establish Area Agencies on Aging to be responsible for the development of services for senior citizens. Area Agencies on Aging have the responsibility for developing such services so that available programs remain responsive to the needs of the elderly.

The mission of the Rappahannock Area Agency on Aging is to enhance the quality of life for all older citizens.

Its vision is: To promote and assure the highest level of service attainable for every older person in Planning District 16, which will provide the opportunity to live a more dignified and meaningful life.

This directory of programs and services for senior adults was prepared for the use of our older citizens, their friends, families, caregivers, and the individuals, agencies and businesses who work with them.

The information provided in this directory was gathered from many sources. Every effort has been made to ensure accuracy. While the information herein is believed to be reliable and up-to-date, RAAA does not guarantee the accuracy of information or claim it to be free from errors, omissions, or unintentional inclusions. RAAA welcomes your comments. Please feel free to call the RAAA office at 540-371-3375, or write:

Rappahannock Area Agency on Aging, Inc.  
460 Lendall Lane  
Fredericksburg, Virginia 22405

Visit RAAA’s Web Site at  
www.raaa16.org

Partner Agency  
United Way

Equal Opportunity Employer

July 10, 2015
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The Rappahannock Area Agency on Aging is a private, non-profit organization established by local
governments to administer programs under the Older Americans Act. Serving the needs and acting
on behalf of persons age 60 and older in the City of Fredericksburg and the surrounding counties of
Caroline, King George, Spotsylvania, and Stafford. RAAA offers a wide array of supportive services
to assist the frail elderly to remain at home with dignity and in safety for as long as possible.

Services include, but are not limited to the following:

Carenect – Personal Emergency Response System
Chronic Disease Self-Management Program - You Can! Live Well Virginia!
COMPAS/Care Transitions
Emergency Assistance
Emergency Home Repair Program
Employment/Training Programs
Fan Care (June-September)
Home Delivered Meals
Home Weatherization Program
Homemaker Services
Information & Referral Services
Legal Assistance (Referral)
Long-Term Care Ombudsman Program
Pet Food Assistance
Senior Cafes
Senior Fraud Patrol
Senior Resource Directory
Senior Voice Newsletter
Telephone Reassurance Checking
Transportation
Virginia Insurance Counseling/Advocacy
Wellness Programs

Fee-For-Service Programs:
Transportation

For more information RAAA encourages you to call 540-371-3375 or
visit the web site at www.raaa16.org
Virginia’s Aging Network is committed to enhancing the quality of life for all older Virginians. The network reaches out to every city and county in Virginia, with special emphasis on programs and services for those older citizens who are in the greatest economic and/or social need.

PSA 1
MOUNTAIN EMPIRE OLDER CITIZENS, INC.
P.O. Box 888, Big Stone Gap, VA 24219
Phone: 276-523-4202
Serves: Counties of Lee, Wise, Scott, & the City of Norton

PSA 2
APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC.
P.O. Box 765, Cedar Bluff, VA 24609
Phone: 276-964-4915 1-800-656-2272
Serves: Counties of Dickerson, Buchanan, Tazewell, & Russell

PSA 3
DISTRICT THREE SENIOR SERVICES
4453 Lee Highway, Marion, VA 24354
Phone: 276-783-8150 or 1-800-541-0933
Serves: Counties of Wythe, Washington, Smyth, Bland, Carroll, & Grayson & the Cities of Galax & Bristol

PSA 4
NEW RIVER VALLEY AGENCY ON AGING
141 E. Main Street, Pulaski, VA 24301
Phone: 540-980-7720
Serves: Counties of Giles, Floyd, Pulaski, & Montgomery & the City of Radford

PSA 5
LOA-AREA AGENCY ON AGING, INC.
P.O. Box 14205, Roanoke, VA 24038
Phone: 540-345-0451
Serves: Counties of Roanoke, Craig, Botetourt, & Allegheny & the Cities of Salem, Roanoke, Clifton Forge & Covington

PSA 6
VALLEY PROGRAM FOR AGING SERVICES, INC.
P.O. Box 817, Waynesboro, VA 22980
Phone: 540-949-7141 or 1-800-868-8727
Serves: Counties of Augusta, Rockingham, Rockbridge, Highland & Bath & the Cities of Buena Vista, Lexington, Staunton, Waynesboro, & Harrisonburg
PSA 7
SHENANDOAH AREA AGENCY ON AGING, INC.
207 Mosby Lane, Front Royal, VA 22630
Phone: 540-635-7141 or 1-800-883-4122
  Serves: Counties of Shenandoah, Page, Warren, Clarke, & Frederick & the City of Winchester

PSA 8A
ALEXANDRIA OFFICE OF AGING & ADULT SERVICES
2525 Mount Vernon Avenue, Unit 5, Alexandria, VA 22301
Phone: 703 746-5999
  Serves: City of Alexandria

PSA 8B
ARLINGTON AGENCY ON AGING
3033 Wilson Boulevard, Suite 700-B, Arlington, VA 22201
Phone: 703-228-1700
  Serves: County of Arlington

PSA 8C
FAIRFAX AREA AGENCY ON AGING
12011 Government Center Parkway, #708, Fairfax, VA 22035
Phone: 703-324-5411
  Serves: County of Fairfax & Cities of Fairfax & Falls Church

PSA 8D
LOUDOUN COUNTY AREA AGENCY ON AGING
215 Depot Court, SE, 2nd Floor, Leesburg, VA 20175
Phone: 703-777-0257
  Serves: County of Loudoun

PSA 8E
PRINCE WILLIAM AREA AGENCY ON AGING
5 County Complex Court, Suite 240, Woodbridge, VA 22192
Phone: 703-792-6400
  Serves County of Prince William & Cities of Manassas & Manassas Park

PSA 9
RAPPANNOCK-RAPIDAN COMMUNITY SERVICES BOARD
15631 Bradford Road, Culpeper, VA 22701
Phone: 540-825-3100
  Serves: Counties of Orange, Madison, Culpeper, Fauquier & Rappahannock

PSA 10
JEFFERSON AREA BOARD FOR AGING
674 Hillsdale Drive, Charlottesville, VA 22901
Phone: 434-817-5222
  Serves: Counties of Nelson, Albemarle, Louisa, Fluvanna, Greene & City of Charlottesville
PSA 11
CENTRAL VIRGINIA AREA AGENCY ON AGING, INC.
501 12th Street, Lynchburg, VA 24505
Phone: 434-385-9070
   Serves: Counties of Bedford, Amherst, Campbell, Appomattox & Cities of Bedford & Lynchburg

PSA 12
SOUTHERN AREA AGENCY ON AGING, INC.
204 Cleveland Avenue, Martinsville, VA 24112
Phone: 276-632-6442 or 1-800-478-4571
   Serves: Counties of Patrick, Henry, Franklin, Pittsylvania & the Cities of Martinsville & Danville

PSA 13
LAKE COUNTRY AREA AGENCY ON AGING
1105 West Danville Street, South Hill, VA 23970
Phone: 434-447-7661 or 1-800-252-4464
   Serves: Counties of Mecklenburg, Halifax, Brunswick & City of South Boston

PSA 14
PIEDMONT SENIOR RESOURCES AREA AGENCY ON AGING, INC.
P.O. Box 398, Burkeville, VA 23922
Phone: 434-767-5588
   Serves: Counties of Nottoway, Prince Edward, Charlotte, Lunenburg, Cumberland, Amelia, & Buckingham

PSA 15
CAPITAL AREA AGENCY ON AGING, INC.
24 East Cary Street, Richmond, VA 23219
Phone: 804-343-3000 or 1-800-989-2286
   Serves: Counties of Goochland, Powhatan, Henrico, Chesterfield, New Kent, Hanover, Charles City & the City of Richmond

PSA 16
RAPPAHANNOCK AREA AGENCY ON AGING, INC.
460 Lendall Lane, Fredericksburg, VA 22405
Phone: 540-371-3375
   Serves: Counties of Caroline, King George, Spotsylvania, Stafford & City of Fredericksburg

PSA 17 & 18
BAY AGENCY ON AGING, INC.
P.O. Box 610, Urbanna, VA 23175
5306 Old Virginia Street, Urbanna, VA 23175
Phone: 804-758-2386
   Serves: Town of Colonial Beach & counties of Westmoreland, Northumberland, Richmond, Lancaster, Middlesex, Essex, Mathews, King & Queen, King William & Gloucester
PSA 19
CRATER DISTRICT AREA AGENCY ON AGING
23 Seyler Drive, Petersburg, VA 23805
Phone: 804-732-7020
Serves: Counties of Dinwiddie, Sussex, Greensville, Surry, Prince George & the Cities of Petersburg, Hopewell, Emporia, & Colonial Heights

PSA 20
SENIOR SERVICES OF SOUTHEASTERN VIRGINIA
6350 Center Drive, Building 5, #101, Norfolk, VA 23502
Phone: 757-461-9481 or 1-800-766-8059
Serves: Counties of Southampton, Isle of Wright & Cities of Franklin, Suffolk, Portsmouth, Chesapeake, Virginia Beach, & Norfolk

PSA 21
PENINSULA AGENCY ON AGING, INC.
739 Thimble Shoals Blvd, Blg. 1000, #1006, Newport News, VA 23606
Phone: 757-873-0541
Serves: Counties of James City, York & Cities of Williamsburg, Newport News, Hampton & Poquoson

PSA 22
EASTERN SHORE AREA AGENCY ON AGING
5432 Bayside Road, Exmore, VA 23350
Phone: 757-442-9652 or 1-800-452-5977
Serves: Counties of Accomack & Northampton

VIRGINIA ASSOCIATION OF AREA AGENCIES ON AGING (V4A)
530 East Main Street, Suite 428
Richmond, VA 23219
Phone: 804-644-2804

People do not really decide their future.....
they decide their habits ~ then their habits decide their future.
LOCAL GOVERNMENT SERVICES

City of Fredericksburg:
372-1010   City Manager
372-1004   Commissioner of Revenue
372-1040   Commonwealth’s Attorney
372-1066   Circuit Court
372-1001   Treasurer
372-1030   Voter Registration
373-3122   Non-Emergency Police Number

County of Caroline:
804-633-5380   County Administrator
804-633-4531   Commissioner of Revenue
804-633-7170   Commonwealth’s Attorney
804-633-5800   Circuit Court
804-633-5291   Treasurer
804-633-9083   Voter Registration
804-633-5400   Non-Emergency Sheriff Number

County of King George:
775-9181   County Administrator
775-4664   Commissioner of Revenue
775-4442   Commonwealth’s Attorney
775-3322   Circuit Court
775-2571   Treasurer
775-9186   Voter Registration
775-2049   Non-Emergency Sheriff Number

County of Spotsylvania:
507-7010   County Administrator
507-7052   Commissioner of Revenue
507-7650   Commonwealth’s Attorney
507-7600   Circuit Court
507-7058   Treasurer
507-7380   Voter Registration
507-7200   Non-Emergency Sheriff Number

County of Stafford:
658-4541   County Administrator
658-4133   Commissioner of Revenue
658-8780   Commonwealth’s Attorney
658-8750   Circuit Court
658-8700   Treasurer
658-4000   Voter Registration
658-4400   Non-Emergency Sheriff Number

If you are 65 years or older, or disabled, call your Commissioner of Revenue to obtain information about “TAX RELIEF” on your Real Estate Taxes.
ORGANIZATIONS

American Automobile Association (AAA) 785-0282
2871 Plank Road, Fredericksburg, VA 22401

AARP
AARP is the nation’s largest organization of Americans age 50 and older. A non-profit, non-partisan organization offering a wide range of membership benefits, legislative representation, educational, and community service programs.

Virginia Office: 707 East Main Street, Suite 910, Richmond, VA 23219 866-542-8164

Fredericksburg Chapter #3396
Meets the 1st Tuesday of each month at 9:30 am usually at the Dorothy Hart Community Center
408 Canal Street, Fredericksburg, VA 22401
Check the website at aarp3396.org to confirm location

King George Chapter #3195
Meets the 1st Monday of each month at the King George Parks and Recreation Building
8076 Kings Highway, King George, VA 22485
12:00 Potluck Lunch

American Society on Aging (ASA) 800-537-9728
71 Stevenson Street, Suite 1450, San Francisco, CA 94105-2938
ASA is a non-profit national organization that informs the public and health professionals about issues affecting an older person’s quality of life.

Better Business Bureau of Central Virginia, Inc. 373-9872

Chamber of Commerce - Fredericksburg Office 373-9400
2300 Fall Hill Ave., Suite 240, Fredericksburg, VA 22401

Civil Rights Hotline 800-368-1019
Information regarding race, national origin, handicap, and age discrimination occurring in Health & Human Service programs, e.g. in admission centers or state health care assistance.

Equal Employment Opportunity Commission 800-669-4000
Investigates charges of discrimination in private sector employment.

Gray Panthers 800-280-5362
1612 K Street, NW, Suite 300, Washington, DC 20006
The Gray Panthers is an advocacy and education group that works to eliminate ageism & discrimination against older people on the basis of chronological age.
Information & Referral Services, Virginia  

Insurance Problems:  
State Corporation Commission Bureau of Insurance  
Box 1157, Richmond, VA 23218  
For Blue Cross & Blue Shield inquiries write to:  
Customer Relations, Blue Cross & Blue Shield, Box 27401, Richmond, VA 23279

Internal Revenue Service  
Federal Tax Forms Only:  
Federal Tax Information & Assistance:  

Local IRS Office:  
1320 Central Park Blvd, Fredericksburg, VA 22401  

Jewish Council for the Aging  
12320 Parklawn Drive, Rockville, MD 20852  
or TDD Users Call 301-881-5263

National Association of Area Agencies on Aging (n4a)  
1730 Rhode Island Ave., NW. Suite 1200, Washington, D.C. 20036  
n4a is a private, non-profit organization representing the interests of  
Area Agencies on Aging across the country.

n4a Eldercare Locator ---------- 1-800-677-1116  
or www.eldercare.gov  
The Eldercare Locator is a nationwide directory assistance service designed to help  
caregivers & older persons locate supportive resources for aging family members & friends.

National Association of Retired Federal Employees (NARFE)  
606 N. Washington St., Alexandria, VA 22314  
(703) 838-7760

LOCAL NARFE CHAPTERS:

Fredericksburg #90  
Maureen Nolet  370-0036  

Caroline #2112  
Judith Moore  804-448-3639

Falls Run #2343  
Mike Anderson  372-7725  

Lake of the Woods #1885  
Shirley Cornwell  972-9324

Colonial Beach (to include King George) Chapter 595  
Leslie Ravenell  804-224-3069
**National Association of State Units on Aging (NASUA)**
1201 15th Street, NW, Suite 350, Washington, D.C. 20005
A public interest organization that provides information, technical assistance, and professional development support to State Units on Aging. NASUA works to promote social policy response to the needs of older Americans at the federal and state level.

**National Consumers League**
1701 K Street NW, Suite 1200, Washington DC 20006
This private non-profit organization educates consumers and brings consumer concerns to the attention of government and industry decision makers. Material available on Medicare and supplement health insurance for older adults.

**National Caucus & Center on Black Aged**
1220 L Street, N.W., Suite 800, Washington, D.C. 20005
An organization with a mission to improve living conditions for low income and minority older persons. Programs include housing, employment training, transportation, and advocacy.

**National Council on Aging, Inc. (NCOA)**
1901 L Street, NW, 4th Floor · Washington, D.C. 20036
Headquarters at the Nation Center on the Aging, NCOA facilities include the Ollie A. Randall Library and the Patina Gallery, where works of older artists are exhibited. The organization’s publications, programs, and services are designed to assist professionals and volunteers who work with older adults.

**National Institute for Jewish Hospice**
732 University Street, North Woodmere, New York 11581
Counseling, referrals, education and training for healthcare professionals. Literature available.

**National Retired Teachers Association**
606 N. Washington Street, Alexandria, VA 22314

**Road Scholar** (formerly Elderhostel)
An educational program for those aged 60 and over, within a unique vacation opportunity. Participants live for a week or more at one of the 1,500 host institutions throughout the U.S., Canada, and in other countries. Elderhostelers live and eat on campus, take advantage of numerous sports and social activities, and select from liberal arts and science subjects.

**Social Security Administration**
9915 Jefferson Davis Hwy, Fredericksburg, VA 22407

**Veterans Affairs**
Federal - District of Columbia
Commonwealth of Virginia
Department of Veterans Affairs - Quantico Field Office 800-925-0640

Local Veterans Affairs Office serving the Fredericksburg area.

Virginia Department for Aging and Rehabilitative Services 804-662-9333
Division for the Aging
1610 Forest Avenue, Suite 100, Henrico, VA 23229
The Virginia Division for the Aging fosters the independence and well-being of older Virginians and supports their caregivers through leadership, advocacy and oversight of state and community programs, and guides the Commonwealth in preparing for an aging population.

NATIONAL MINORITY RESOURCE INFORMATION

Asociación Nacional Pro Personas Mayores 626-564-1988
National Association for Hispanic Elderly
234 East Colorado Boulevard, Suite 300, Pasadena CA 91101

Japanese American Citizens League 202-223-1240
(Aging & Retirement Concerns Committee)
1730 Rhode Island Avenue, NW, #204, Washington, D.C. 20036

National Center & Caucus on the Black Aged, Inc. 202-387-4022
2801 14th Street NW, Washington, D.C. 20009
A private, non-profit organization that works to improve the quality of life for older black Americans.

National Hispanic Council on Aging 202-347-9733
734 15th Street NW, Washington, D.C. 20005
A private, non-profit organization that works to promote the well-being of older Hispanics.

National Asian Pacific Center on Aging 206-322-5272
1025 S. King Street, Seattle, WA 98104
A private organization that works to improve the delivery of health care and social services to older members of the Pacific/Asian community across the country.
White House Greetings “Cards”

The White House has a policy through its Greetings Office to honor citizens on their 80th or subsequent birthdays and to honor couples celebrating their 50th or subsequent wedding anniversaries. Each request should include the individual’s or couple’s name, titles (the options are: Mr., Mrs., or Miss), complete address, and full date of birth or marriage (month, day, and year). To insure adequate time for processing, requests should be sent four (4) weeks prior to the birthday or anniversary. The hand-addressed greeting will be mailed one (1) week prior to the event. Requests should be sent to:

The Greetings Office  
The White House  
Washington, DC 20500

SeniorNavigator.org

The Rappahannock Area Agency on Aging is a SeniorNavigator Center  
For a center in other areas of the state call (804) 827-1280 or 1-866-393-0957
Call RAAA for your Personal Emergency Response Needs! We’re here for you! Use Offer Code 214102
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<th><strong>HEALTH RELATED AGENCIES &amp; ORGANIZATIONS</strong></th>
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<td>Alcohol Abuse Hotline (Local) 888-491-1165</td>
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<td>Alzheimer’s Association (Greater Richmond Chapter) 804-967-2580</td>
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<tr>
<td>4600 Cox Rd, # 130, Glen Allen, 23069</td>
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<tr>
<td>Alzheimer’s Association - Fredericksburg Chapter 370-0835</td>
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<tr>
<td>2217 Princess Anne St., #106-1F, Fredericksburg, 22401</td>
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<tr>
<td>Alzheimer’s Disease Education &amp; Referral Center 800-438-4380</td>
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<tr>
<td>American Cancer Society - Virginia 804-527-3702</td>
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<tr>
<td>American Council of the Blind (ACB) 202-467-5081</td>
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<tr>
<td>American Diabetes Association 800-342-2383</td>
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<tr>
<td>American Heart Association 877-242-4277</td>
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<td>American Kidney Fund 800-638-8299</td>
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<tr>
<td>American Parkinson’s Disease Association 800-223-2732</td>
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<tr>
<td>American Red Cross 735-0500</td>
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<tr>
<td>4836 Southpoint Parkway, Fredericksburg, VA 22407</td>
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<tr>
<td>American Speech, Language, &amp; Hearing Association Consumer Division 800-638-8255</td>
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<tr>
<td>TTY 301-296-8580</td>
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<td>Arthritis Foundation, Mid-Atlantic Region 303-652-4900</td>
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<td>Arthritis Caring Together 859-272-6099</td>
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<tr>
<td>Asthma - Lung Disease Hotline 800-548-8252</td>
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<tr>
<td>or 212-315-8700</td>
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<tr>
<td>Better Vision Institute 703-243-1528</td>
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<td>Individuals can contact the Institute for information about the prevention, detection, &amp; treatment of eye diseases.</td>
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<td>Cancer Center of Virginia 786-5666</td>
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<tr>
<td>5040 Plank Rd, Fredericksburg, VA 22407</td>
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<td>Cancer Information Service 800-4-CANCER</td>
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<td>The toll-free Cancer Information (CIS) can provide accurate, up-to-date information about cancer &amp; cancer related resources.</td>
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*Caroline Family Practice  
102 W. Broaddus Avenue, Bowling Green, VA 22427  
804-632-1030

*Community Health Center of the Rappahannock Region  
2217 Princess Anne Street, Fredericksburg, VA 22401  
735-0560

*Community Pharmacy  
1301 Sam Perry Boulevard, Fredericksburg, VA 22401  
741-1077

Department for Rights of Virginians with Disabilities (DRVD)  
1910 Byrd Avenue, Suite 5, Richmond, VA 23230  
800-552-3962

disAbility Resource Center  
409 Progress Street, Fredericksburg, VA 22401  
373-2559

Equipment Connection  
1503 Princess Anne Street, Fredericksburg, VA 22401  
373-6464

*Fredericksburg Christian Health Center  
1129 Heatherstone Drive, Fredericksburg, VA 22407  
785-8500

HealthSouth Rehabilitation Hospital of Fredericksburg  
300 Park Hill Drive, Fredericksburg, VA 22401  
368-7300

Hearing Helpline  
800-527-9355  
Provides information on hearing loss and hearing help to callers across the country.

Kenny’s Closet  
741-1751  
Receive or donate ostomy equipment

Lighthouse for the Visually Impaired  
800-334-5497

*Lloyd F. Moss Free Clinic  
1301 Sam Perry Boulevard, Fredericksburg, VA 22401  
741-1061

Mary Washington Hospital  
1001 Sam Perry Boulevard, Fredericksburg, VA 22401  
741-1100

McGuire VA Clinic  
130 Executive Center Parkway, Fredericksburg, VA 22401  
370-4468

National Council on Alcoholism  
800-622-2255

Senior Eye Care Program  
800-222-3937  
Puts eligible callers in touch with a local ophthalmologist who has volunteered to provide medical eye care at no out-of-pocket expense. Individuals must be U.S. citizens or legal residents, be 65 or older, and not have access to an ophthalmologist.

National Headache Foundation  
888-643-5552  
Offers information about all types of headaches and treatments
National Kidney Foundation 800- 622-9010

National Library Services for the Blind & Physically Handicapped 202-707-5100
or TDD 202-707-0744

National Osteoporosis Foundation 800-231-4222

Pulmonary Pals 741-1441
or 498-4130

Support group for patients and/or families of patients with lung disease.

Spotsylvania Regional Medical Center 498-4000
4600 Spotsylvania Parkway, Fredericksburg, VA 22408

Stafford Hospital Center 741-9000
101 Hospital Center Blvd., Stafford VA 22555

The Retina Group of Washington 310-0027
200 Executive Center Parkway, Suite 102, Fredericksburg, VA 22401

Virginia Assistive Technology System Voice/TTP 800-435-8490
4900 Fitzhugh Avenue, Richmond, VA 23230

Virginia Department for the Deaf & Hard of Hearing 804-662-9502
Video Phone: (FOR USE ONLY BY CALLERS WHO ARE DEAF) 804-325-1290

Virginia Department of Rehabilitative Services 899-4161
511 Westwood Office Park, Fredericksburg, VA 22401

Virginia Department for the Blind and Vision Impaired 800-622-2155

VHQC 804-289-5320
9830 Mayland Drive, Suite J, Richmond, VA 23233

Westwood Clubhouse (Brain Injury Services, Inc.) 785-8836
927 Maple Grove Drive, Suite 107, Fredericksburg, VA 22407

* These are health clinics that provide care and/or medications to persons who have
insurance, are underinsured or have no insurance. Some accept insurance and payment on
a sliding scale. Please contact the clinic for specifics.

_A diplomat is a person who when asked to name
his favorite color answers “Plaid”_
End of Life Care Resources

www.nhpco.org National Hospice and Palliative Care Organization

theconversationproject.org The Conversation Project is dedicated to helping people talk about their wishes for end-of-life care.

www.hospicenet.org Information on hospices, caregiving, bereavement, and related topics.

www.funerals.org The Funerals Consumers Alliance is dedicated to protecting consumer rights regarding funeral planning.

www.acl.gov/newsroom/publications/docs/Hospice_Care.pdf The U. S. Administration on Aging National Aging Information Center document directs you to a number of resources related to hospice care.

getpalliativecare.org Learn about Palliative Care.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

Empowerhouse 373-9372
Empowerhouse – Crisis Hotline 373-9373

Rappahannock Council Against Sexual Assault 371-6771
Rappahannock Council Against Sexual Assault - Crisis Hotline 371-1666
Mental Health America of Fredericksburg 540-371-2704

**HelpLine** – free, confidential referral and information on mental health practitioners, treatment services, community resources and educational literature; available weekdays.

**Provider Listing** – a listing of licensed mental health practitioners in the private sector and mental health agencies with monthly updates is available online at [www.mhafred.org](http://www.mhafred.org).

**Support Groups** – free non-therapeutic, professionally facilitated groups including Anxiety, Depression & Bipolar and Survivors of Suicide (for those who lost a loved one to suicide).

**Mental Health First Aid** – an 8 hour course that increases mental health literacy and helps the public identify, understand and respond to signs of mental illness so individuals get the help they need.

**Suicide Prevention** – *More Than Sad* teen depression awareness education in local high schools.

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National Alliance on Mental Illness- Rappahannock 540-479-3044

**Monthly Meetings** – free education programs and support groups for family members and individuals with mental illness (first Wednesday of every month)

**Family-to-Family** – free 12-week course providing education and support for family members, lead by trained family members

**In Our Own Voice** – free 60-90 minute presentation by individuals telling their stories of recovery, interspersed with video; available upon request; incorporated as part of Family-to-Family curriculum

**Peer-to-Peer** – free 10-week course for individuals with mental illness, taught by individuals with mental illness, providing education and support

[www.nami.org/sites/namirappahannock](http://www.nami.org/sites/namirappahannock)

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Recovery in Motion 540-645-6042

Recovery in Motion (RIM) is both an organization and a Support Center. Our mission is to provide resources for and by individuals with mental health challenges and/or substance use disorders in the Rappahannock Region who choose to share in their mutual recovery and growth. We offer a variety of supportive services, including support groups and one-on-one wellness coaching. No formal diagnosis is needed. Participation is free. Part-time paid staff is supported by an extensive group of Peer volunteers. Please call or check the hours that we're open and come visit.

[www.recovery-in-motion.org](http://www.recovery-in-motion.org)

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**Virginia 2-1-1**

Free, confidential referral and information on health services, financial assistance, housing, senior services, child care and more!

Dial 2-1-1

[www.211.org](http://www.211.org)

**Virginia Wounded Warrior Program** 540-373-3223, ext. 3085

Support groups, led by Veterans, for combat Veterans of all eras as well as family members; identification of referral for Post-traumatic Stress Disorder (PTSD) and Traumatic Brain Injuries

[www.wearevirginiaveterans.org](http://www.wearevirginiaveterans.org) [www.nwvawoundedwarrior.org](http://www.nwvawoundedwarrior.org)

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**In case of a Mental Health Emergency:**

Rappahannock Area Community Services Board 24-hour Emergency Services

Fredericksburg, Spotsylvania & Stafford Counties 540-373-6876

Caroline County 804-633-4148

King George County 540-775-5064

Snowden at Fredericksburg / Mary Washington Hospital 800-362-5005

Spotsylvania Regional Medical Center 540-498-4563

Suicide Lifeline 800-273-TALK
# Service Providers

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Numbers</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Center of the Rappahannock Region</td>
<td>540-735-0560</td>
<td>Staff includes MD and clinical psychologist; dental, health &amp; counseling services</td>
</tr>
<tr>
<td>Caroline Family Practice</td>
<td>804-632-1030</td>
<td><a href="http://www.cvhsinc.org">www.cvhsinc.org</a></td>
</tr>
<tr>
<td>Rappahannock Area Mental Health Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compass Counseling Services</td>
<td>540-339-3640</td>
<td>Intensive In-home, Therapeutic Day Treatment, Mental Health support services, autism behavioral support, outpatient services, psychological testing, play therapy <a href="http://www.compassnova.com">www.compassnova.com</a></td>
</tr>
<tr>
<td>Dominion Day Services</td>
<td>540-371-8750</td>
<td>Mental Health support services <a href="http://www.dominionyouthservices.com">www.dominionyouthservices.com</a></td>
</tr>
<tr>
<td>Family Counseling Center for Recovery</td>
<td>540-735-9350</td>
<td>Services for individuals with chemical dependency &amp; their families: assessment &amp; intervention; Intensive outpatient programs; ambulatory detoxification; alternative therapies; family intervention <a href="http://www.fccr-va.com">www.fccr-va.com</a></td>
</tr>
<tr>
<td>Family Preservation Services</td>
<td>540-710-5810</td>
<td>Intensive In-home, Therapeutic Day Treatment, Mental Health support services <a href="http://www.fpscorp.com">www.fpscorp.com</a></td>
</tr>
<tr>
<td>Family Solutions</td>
<td>877-582-6363</td>
<td>Crisis intervention, Mental Health support services, Intensive family services <a href="http://www.familysolution.net">www.familysolution.net</a></td>
</tr>
<tr>
<td>Fredericksburg Counseling Services</td>
<td>540-373-2320</td>
<td>Free Mental Health Clinic provides counseling for uninsured, low-income individuals and families INFO – online listing of community support groups <a href="http://www.fcsagency.org">www.fcsagency.org</a></td>
</tr>
<tr>
<td>Intercept</td>
<td>804-612-3330</td>
<td>Mental Health support services, Intensive in-home counseling, Therapeutic day treatment <a href="http://www.interceptyouth.com">www.interceptyouth.com</a></td>
</tr>
<tr>
<td>Lloyd F. Moss Free Clinic</td>
<td>540-741-1061</td>
<td>Psychiatric evaluation with medication management and therapy support for persons eligible for services at the Moss Free Clinic. <a href="http://www.mossfreeclinic.org">www.mossfreeclinic.org</a></td>
</tr>
<tr>
<td>National Counseling Group</td>
<td>540-446-0007</td>
<td>Outpatient, Intensive In-home, Mental Health Support, Therapeutic Day Treatment; Co-parenting, Mental Health and Substance Abuse Outpatient, Substance Abuse Education, in-home counseling, Psychological Evaluations, Parenting Competency Evaluations, Drug Testing <a href="http://www.nationalcounselinggroup.com/fredericksburg">www.nationalcounselinggroup.com/fredericksburg</a></td>
</tr>
<tr>
<td>Rappahannock Area Community Services Board</td>
<td>540-373-3223</td>
<td>Mental health, intellectual disability, substance abuse, prevention, &amp; early intervention services. Outpatient services: psychiatric care, medication management, individual &amp; group therapy, case management ( all ages); Emergency Services; Crisis Stabilization; Specialized services for women; Day support; Residential <a href="http://www.racsb.state.va.us">www.racsb.state.va.us</a></td>
</tr>
<tr>
<td>Rappahannock Council Against Sexual Assault</td>
<td>540-371-5502 / 540-371-1666</td>
<td>Sexual abuse and rape crisis services- 24 hour crisis support; free support groups for children, teens, women and men; free case management and legal advocacy; trauma-informed counseling; art therapy; longer term counseling available <a href="http://www.rcasa.org">www.rcasa.org</a></td>
</tr>
<tr>
<td>Snowden at Fredericksburg</td>
<td>540-741-3900 / 800-362-5005</td>
<td>Free assessments &amp; referrals; Intensive Outpatient Treatment for adults with substance abuse; Mental Health Day Treatment for adolescents and adults; and Inpatient Services A department of Mary Washington Hospital <a href="http://www.snowdenmentalhealth.com">www.snowdenmentalhealth.com</a></td>
</tr>
<tr>
<td>Spotsylvania Regional Medical Center Behavioral Health Services</td>
<td>540-498-4563</td>
<td>Free assessments &amp; referrals; Inpatient services; Partial Hospitalization Program <a href="http://www.spotsrmc.com">www.spotsrmc.com</a></td>
</tr>
</tbody>
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You are not alone! Help is available.
EMERGENCY SERVICE ORGANIZATIONS

American Red Cross 735-0500
Central Virginia Housing Coalition 604-9943
Fredericksburg Area Food Bank 371-7666
Quin Rivers Agency for Community Action
  Personal Finance Services 479-4363
  Homeless Intervention Program 368-3117
Rappahannock Legal Services, Inc. 866-534-5243
  Intake provided by Legal Services of Northern Virginia
Rappahannock United Way, Volunteer & Information Services 373-0041
St. Vincent de Paul Society 898-9066
St. William of York (Stafford Only) 659-1102
Salvation Army 373-3431
SERVE 288-9603
Spotsylvania Emergency Concerns Association (SECA) 582-2465
Thurman Brisben Homeless Shelter 899-9853

PROJECT LIFESAVER
Tracking program for Alzheimer’s patients and persons with Down’s syndrome and/or Autism.

Project Lifesaver Caroline – Caroline Sheriff’s Office 804-633-1126
Project Lifesaver Fredericksburg – Fredericksburg City Police 373-3122
Project Lifesaver King George – King George Sheriff’s Office 775-2049
Project Lifesaver Stafford County - Stafford Sheriff’s Office 658-4450
Project Lifesaver Spotsylvania County - Spotsylvania Sheriff’s Office 582-7200 x284
CLEARPOINT is a nonprofit credit counseling agency that can:

Act as a mediator between clients and their creditors
Educate clients on what options they have available to improve their debt situation
Offer a Debt Management Plan, which helps clients pay their creditors in a timely manner
Create action plans and budgets with clients

(540) 373-3192
FOR THE HEARING IMPAIRED

Better Hearing Institute 800-327-9355
The Better Hearing Institute works to empower individuals of every age to enjoy their fullest possible ability to hear, and hear well.

disAbility Resource Center (dRC) 373-2559
409 Progress Street, Fredericksburg, VA 22401 Video Phone 800-645-5419
Deaf & Hard of Hearing 373-5890

Hearing Aid Helpline 800-521-5247
The Hearing Aid Hotline offers information to the public on hearing loss, hearing aids, and how to locate a qualified hearing aid specialist.

Hearing Loss Association of America 301-657-2248
7910 Woodmont Avenue, Suite 1200, Bethesda, MD 20814 TTY 301-657-2249

Hearing Loss Association of America – Rappahannock Chapter 373-2559
For more information contact Arva Priola CAPTEL/TTY 373-5890

International Hearing Society 734-522-7200
The International Hearing Society (IHS) is a membership association that represents hearing healthcare professionals worldwide. IHS members are engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients.

National Association of the Deaf, Inc. 301-587-1788
Users Call 301-597-1789

National Institute on Deafness and Other Communication Disorders 800-241-1044
TTY 800-241-1055

Telecommunications for the Deaf and Hard of Hearing, Inc. 301-589-3786
HOME HEALTH CARE AGENCIES

Amedisys Home Health Care 371-7422
200 Executive Center Parkway, Suite 100, Fredericksburg, VA 22401

American Care Partners 479-6422
1965 Jefferson Davis Hwy., Suite 200, Fredericksburg, VA 22401

At Home Care 370-1588
1003 Mahone Dr., Fredericksburg, VA 22401

Caring Hands Healthcare Solutions, LLC 656-2468
225 Industrial Court, Suite 100, Fredericksburg, VA

CC Home Care of VA 898-2999
4815 Carr Drive, Fredericksburg, VA 22408

Family Horizons Home Health Care Agency, Inc. 318-8035
24 Onville Road, #101-D, Stafford, VA 22556

Home & Heart Health, Inc. 899-3666
701 Kenmore Avenue, Suite 101A, Fredericksburg, VA 22401

Interim Home Health Care 785-1577
3920 Plank Road, Suite 210, Fredericksburg, VA 22407

Mary Washington Home Health and Hospice 741-1667
5214 South Pointe Blvd, Fredericksburg, VA 22408 or 800-257-1667

Medi Home Health and Hospice 361-7696
125 Olde Greenwich Dr, Suite 150, Fredericksburg VA 22408 or 866-603-2491

Mid-Atlantic Home Health 371-0344
607B Jefferson Davis Hwy., Fredericksburg, VA 22401 or 800-545-1785

N & R Quality Care 804-448-5001
17428 Center Drive, Ruther Glen, VA 22546

NOVA House Call Physicians 703-532-4357
A service of American Care Partners

Virginia Healthcare Services 479-8333
150 Riverside Parkway, Suite 209, Fredericksburg, VA 22406
IN-HOME CARE ASSISTANCE AND SUPPORT

Rappahannock Area Agency on Aging 371-3375

- **Home Delivered Meals**
  Meals are delivered in the City of Fredericksburg and the four surrounding Counties of Caroline, King George, Spotsylvania, and Stafford to home-bound frail elderly persons 60 years of age or older, who have no one to prepare a meal for them.

- **Homemaker**
  Non-medical Homemaker Aides are provided to assist frail elderly persons with shopping, errands and light housekeeping chores.

**Meals on Wheels** 371-3375
Contact: Rappahannock Area Agency on Aging
Meals are delivered within a four-mile radius of Mary Washington Hospital
Monday – Friday Mid-Day and Dinner Meal: Weekly Fee

**Health Link** 741-1404
Representatives are available Monday – Friday, 8:30 am to 5 pm for class registration and physician and health service referrals. A 24-hour automated information library is also available.
A service of Mary Washington Health Care

**ElderCare Connections** 419-4387
Post Office Box 7283, Fredericksburg, VA 22404
Geriatric Case Management

**Senior Visitor Program** 371-2704
Provides weekly friendly visits

**At Home Care Staffing** 735-0944
1003 Mahone Dr., Fredericksburg, VA 22401
Licensed personal care services and non-medical assistance

**Comfort Keepers** 370-0008
419 Chatham Square Office Park, Fredericksburg, VA 22405
Licensed personal care services and non-medical assistance

**Home Helpers** 602-7023
2124 Jefferson Davis Hwy., Suite 303B, Stafford, VA 22554
Licensed personal care services and non-medical assistance
Also a provider of a Personal Emergency Response System

**Home Instead Senior Care** 899-1422
111 Olde Greenwich Drive, Suite 101, Fredericksburg, VA 22408
Licensed personal care services and non-medical assistance
Innovatus Care 855-411-2110
4020 Plank Road, Fredericksburg, Virginia 22407
Licensed personal care services and non-medical assistance

One on One Care 288-1300
300 Garrisonville Road, Suite 302, Stafford, VA 22554 or 877-303-9553
Licensed personal care services and non-medical assistance

Virginia Home Care Partners 419-1615
1135 Heatherstone Dr, Fredericksburg, VA 22407
Licensed personal care services and non-medical assistance

Visiting Angels Living Assistance Services 373-6906
1952 William Street, Fredericksburg, VA 22401
Licensed personal care services and non-medical assistance

New Era Senior Care Services 571-243-9673
96 Algrace Blvd. Stafford, VA 22556
Non-medical assistance.

Bridges Senior Care Solutions, Inc. 899-3404
P. O. Box 1310, Fredericksburg, VA 22402
Guardianship

Gofer Girls 775-5514
Errand assistance and transportation.

Helping Hands of Fredericksburg 850-9871
Errand assistance and transportation.

Caring Transitions 855-592-5093
Provides support and physical assistance to seniors making changes in living arrangements.

Smooth Transitions Fredericksburg 847-2131
Provides support and physical assistance to seniors making changes in living arrangements.

TRANSPORTATION PROVIDERS

Angelrides, Inc. 455-9453

Comfort Keepers 370-0008

Driving Miss Daisy, Too 842-2058

Elite Care Transportation, LLC 571-383-1449
Family Horizons Home Health Care Agency 318-8035
Faith Transportation 571-277-5259
Gofer Girls 775-5514
Golden Years Transportation 288-8446 or 446-7723
Helping Hands of Fredericksburg 850-9871
Home Instead Senior Care 899-1422
JDS Transportation 273-0444
LifeCare Medical Transport, Inc. 752-5883
Logistic Care - For Medicaid Recipients only 866-386-8331
Mini Safe and Secure - For Medicaid Recipients with Virginia Premier 888-433-2883
Mobility Options - A service of the Rappahannock Area Agency on Aging 800-627-2892
MVP Transports, LLC. 710-6435
Unlimited Transport Services, LLC 621-7478
Virginia Home Care Partners 419-1615
Wisdom Ride, Inc. 804-633-6157

**VEHICLE MODIFICATION**

Access Mobility Equipment is now a Registered Vehicle Modifier for the National Highway Transportation Safety Authority. Access Mobility Equipment now provides services such as:

- Adaptive hand-controls for vehicles (allows gas & brake pedals to be operated by hands in seated position)
- Left Foot Accelerators (allows an amputee to access the gas pedal from the left side of the brake pedal for ease and safety)
- Turning automotive seating (a powered turning, raising and lowering seating device allowing transfers in/out of vehicle)

Access Mobility Equipment even has the ability to coordinate and work with you through a visit with a Virginia Department of Motor Vehicles approved Occupational Therapist that specializes as an Adaptive Driving Rehabilitation Specialist.

Access Mobility Equipment, LLC
(866)717-0808 Office (540)288-4905 Office
www.accessmobilityequipment.com
SOCIAL SERVICE DEPARTMENTS

**Caroline County Social Services**  
Mailing: P.O. Box 430, Bowling Green, VA 22427  
Physical: 17202 Richmond Turnpike Milford, VA 22514  
804-633-5071

**Fredericksburg Social Services**  
Mailing: P.O. Box 510, Fredericksburg, VA 22404  
Physical: 608 Jackson Street, Fredericksburg, VA 22401  
372-1032

**King George County Social Services**  
Mailing: P.O. Box 130, King George, VA 22485  
Physical: 10069 Kings Highway, King George, VA 22485  
775-7181

**Spotsylvania County Social Services**  
Mailing: P.O. Box 249, Spotsylvania, VA 22553  
Physical: 9019 Old Battlefield Blvd., Spotsylvania, VA 22553  
507-7898

**Stafford County Social Services**  
Mailing: P.O. Box 7, Stafford, VA 22555  
Physical: 1300 Courthouse Road, Stafford, VA 22554  
658-8720

HEALTH DEPARTMENTS

**Caroline County**  
Mailing: P.O. Box 6, Bowling Green, VA 22427  
Physical: 17202 Richmond Turnpike Milford, VA 22514  
804-633-5465

**City of Fredericksburg**  
Mailing & Physical: 608 Jackson Street, Fredericksburg, VA 22401  
899-4142

**King George County**  
Mailing: P.O. Box 130, King George, VA 22485  
Physical: 10079 Kings Highway, King George, VA 22485  
775-3111

**Spotsylvania County**  
Mailing: P.O. Box 126, Spotsylvania, VA 22553  
Physical: 9104 Courthouse Road, Spotsylvania, VA 22553  
582-7155

**Stafford County**  
Mailing: P.O. Box 27, Stafford, VA 22555  
Physical: 1300 Courthouse Road, Stafford, VA 22554  
659-3101
PARKS & RECREATION DEPARTMENTS

Caroline County 804-633-7277
City of Fredericksburg 372-1086
King George County 775-4386
Spotsylvania County 507-7529
Stafford County 658-4871

SUBSIDIZED HOUSING

Individuals & families may qualify for subsidized housing based on income. Rent is generally based on 30% of your adjusted income.

Angelwood Apartments – Project Faith, Inc. / Project FAITH in Action 775-3492
10073 Kings Highway, King George, Virginia 22485

Asbury Manor 710-1905
10235 Brittany Commons, Spotsylvania, VA 22553

Caroline Manor, Courthouse Lane and Lee Townhouses 804-633-9900
150 Courthouse Lane, Bowling Green, VA 22427

Forest Village 371-2200
1400 Forest Village Drive, Fredericksburg, VA 22401

Garrison Woods 659-6078
207 Garrison Woods Drive, Stafford, VA 22554

Hazel Hill 373-1422
100 Princess Anne Street, Fredericksburg, VA 22401

Heritage Park 371-9362
1003 Frederick Place, Fredericksburg, VA 22401

McKendree Manor 373-1419
101 McKendree Court, Fredericksburg, VA 22406

Mill Park Terrace 371-4430
2216 Caroline Street, Fredericksburg, VA 22401

The Pines 582-2415
8835 Crismond Lane, Spotsylvania 22551
SENIOR APARTMENT COMMUNITIES

Alexander Heights
2704 Salem Church Rd., Fredericksburg, VA 22407
548-0010

Chancellor’s Village of Fredericksburg
12100 Chancellor’s Village Lane, Fredericksburg, VA 22407
786-5000

Enoch George Manor
10231 Brittany Commons Blvd., Spotsylvania, VA 22553
710-9989

Madonna House at Belmont
2600 Cowan Blvd, Fredericksburg, VA 22401
371-8212

The Crossings at Falls Run
60 Brimley Drive, Fredericksburg, VA 22406
479-3788

The Gardens of Stafford
2195 Mountain View Road, Stafford, VA 22556
657-1002

The Meadows at Salem Run
5711 Castlebridge Road, Fredericksburg, VA 22407
786-1733

Kings Crest
11500 Kings Crest Ct., Fredericksburg, VA 22407
891-9278

English Oaks
11 Darlington Way, Fredericksburg, VA 22406
372-7797

The Evergreens at Smith Run
2700 Cowan Blvd, Fredericksburg, VA 22401
374-1544

ACTIVE ADULT COMMUNITIES

These communities may have deed restrictions (55 years of age +) or may have developed into communities for seniors by nature of the development and housing type.
Contact a real estate agent for more information.

SPOTSYLVANIA COUNTY
Legacy Woods
Summer Lake
Mansfield Club
Mill Creek
Regency at Chancellorsville
River Crossing at Spring Arbor
Turnberry East Villas at Lee’s Hill
Villas at Salem Fields
Virginia Heritage at Lee’s Parke

STAFFORD COUNTY
Falls Run by Del Webb
Celebrate by Del Webb
Leeland Station
CHOOSING A LONG-TERM CARE FACILITY

Choosing a long-term care facility for yourself or a family member can be difficult, so it is important to allow yourself plenty of time, as your circumstance permits, to find a facility that best suits your needs. Selecting the appropriate placement and making an informed decision are very important. It is recommended that visits be made to several facilities with questions in mind so that the best choices can be made.

Below are some suggestions you may want to consider when making this important decision:

- **Geography:**
  Is the facility located conveniently for visitors and preferred hospitals?

- **Financial Status:**
  Is the facility receptive to accepting the financial status of the prospective resident?

- **Level of Care:**
  Is the facility able to provide the appropriate level of care for the prospective resident?

- **Quality of Care:**
  Focus attention on the residents’ appearance; are they clean, neat and free of odor?

- **Staff to Resident Ratio:**
  How many direct care staff do they schedule per resident, for each shift? Do they enlist the assistance of outside agencies for staffing needs?

- **Resident Attitude:**
  Do the majority of the residents appear comfortable, pleasant and trusting?

- **Activities:**
  Are group programs provided and well attended, at least twice per day? Is a monthly calendar of activities posted and does it have variety to address individual interests and preferences? Are there special events each month to include family participation? Is there an extra charge for activities or for being transported to outside activities? Is the facility vehicle equipped for wheelchair access?

- **Therapy:**
  Is therapy available to the residents (physical, occupational and/or recreational)?

- **Housekeeping:**
  Are housekeepers present and continuously keeping the facility neat and clean?
• **Dietary:**
  Does the monthly menu show adequate variety? Request to have a meal at the facility (usually there is a fee).

• **Appearance and General Atmosphere:**
  Is the facility inviting and comfortably furnished with a home-like warmth?

• **Contact the Long-Term Care Ombudsman:**
  To check whether a facility is operating in compliance with the state and federal guidelines.

**Virginia Ombudsman Program**

**What is a Long-Term Care Ombudsman?**

An **ombudsman** is an advocate for residents’ rights and is responsible for investigating complaints made by or on behalf of residents in Nursing Homes and Adult Care Residences. **Ombudsmen** work with residents, family members, concerned citizens, and facilities, as well as public and private agencies, to enhance the quality of care and quality of life for residents in long-term care facilities.

The Virginia Long-Term Care **Ombudsman** Program, as established by the Older American’s Act, consists of individuals at the state and local levels. The State Long-Term Care **Ombudsman** is located within the Virginia Association of Area Agencies on Aging in Richmond. Local Long-Term Care **Ombudsmen** are in each Area Agency on Aging, located in lead regional organizations.

**Who may need an Ombudsman?**

• Residents of Nursing Homes, Adult Care Residences, Assisted Livings and those persons receiving in-home health care services.

• Family and friends of the above.

• Long-Term Care facility staff.

• Government agencies and community groups.

• Anyone seeking information and education regarding long-term care or placement issues.

**What to do before contacting the Ombudsman regarding placement issues?**

• **Know your preferences.** Narrow your selection to 3-5 facilities and visit each one prior to contacting the **Ombudsman**.

• **Be prepared.** Be organized and have your concerns written down to help you be more effective and ask the right questions.
ASSISTED LIVING FACILITIES

**Brookdale Fredericksburg**  (formerly Emeritus at Wilburn Gardens)  785-3600
3500 Meekins Drive, Fredericksburg, VA 22407

**Chancellor’s Village of Fredericksburg**  786-5000
12100 Chancellor’s Village Lane, Fredericksburg, VA 22407

**Golden Living Community**  786-5589
3902 Plank Road, Fredericksburg, VA 22407

**Greenfield Assisted Living**  374-8200
1001 Northside Drive, Fredericksburg, VA 22405

**Greenfield Assisted Living of Spotsylvania**  891-5540
9300 Onyx Court, Fredericksburg, VA 22407

**Greenfield Assisted Living of Stafford**  288-9353
30 Kings Crest Drive, Stafford, VA 22554

**HeartFields Assisted Living at Fredericksburg**  373-8800
20 HeartFields Lane, Fredericksburg, VA 22405

**Hughes Home**  373-4100
100 Caroline Street, Fredericksburg, VA 22401

**Marian Manor**  659-6375
177 Old Potomac Church Road, Stafford, VA 22555

**Parkers Adult Care Home**  659-9586
231 Shelton Shop Road, Stafford, VA 22554

**Poet’s Walk Memory Care of Fredericksburg**  898-1900
4621 Spotsylvania Parkway, Fredericksburg, VA 22408

**Spring Arbor Living of Fredericksburg**  369-3849
5308 River Road, Fredericksburg, VA 22407

**The Crossings at Falls Run**  479-3788
60 Brimley Drive, Fredericksburg, VA 22406

If you have questions or concerns regarding nursing facilities or Assisted Living facilities, contact the **Office of the Local Long-Term Care Ombudsman** at (540) 371-3375
HEALTH CARE FACILITIES

Bowling Green Health Care Center 804-633-4839
120 Anderson Avenue, Bowling Green, VA 22427

Carriage Hill Nursing Home & Residential Care Center 785-1120
6104 Health Center Lane, Fredericksburg, VA 22407

Falls Run Nursing and Rehabilitation Center 752-0111
140 Brimley Drive, Fredericksburg, VA 22406

Golden Living Center of Fredericksburg 786-8351
3900 Plank Road, Fredericksburg, VA 22407

Heritage Hall Health Care 775-4000
10051 Foxes Way, King George, VA 22485

Woodmont Health Care Center 371-9414
11 Dairy Lane, Fredericksburg, VA 22405

Westmoreland Rehabilitation & Healthcare Center 804-224-2222
2400 McKinney Blvd, Colonial Beach, VA 22443

Health Care Facilities are described as facilities where 24-hour licensed nursing care services are provided on a continuous basis (8 hours of which must be rendered by a registered nurse). All Health Care Facilities are licensed by the Virginia Dept. of Health.

ADULT DAY CARE FACILITIES

Fox Towne Adult Care Center 775-5502
10212 Kings Highway, King George, VA 22485

Hughes Adult Day Care 373-4100
100 Caroline Street, Fredericksburg, VA 22401
Purpose of the Law

* The purpose of Virginia’s Consumer Protection Act is to promote fair and ethical standards of dealings between businesses and consumers.

* The law applies only to the sale or lease of goods or services used primarily for personal, family or household purposes.

* Misrepresentation, deceit and fraudulent acts or practices by businesses are prohibited.

Prohibited Practices

* Misrepresenting goods or services as those of another.

* Misrepresenting the source, sponsorship, approval or certification of goods or services.

* Misrepresenting the affiliation, connection or association of the supplier, or of the goods or services, with another.

* Misrepresenting the geographic origin of goods or services.

* Misrepresenting the quantities, characteristics, or uses of goods or services.

* Misrepresenting that goods or services are of a particular standard, quality, grade, style or model.

* Advertising or offering for sale goods which are used, secondhand, or otherwise defective without so labeling them.

* Advertising goods or services without the intent to sell them as advertised or without the intent to sell at the advertised price.

* Making false or misleading statements concerning amounts of, or reasons for, price reductions or false or misleading price comparisons with the supplier’s competitors.

* Misrepresenting that repairs, services, or alterations have been performed or parts installed.

* Misrepresentation by use of written materials which appear to be an invoice or bill for merchandise or services previously ordered.

* Using the words “wholesale,” “factory,” or “manufacturer” for the supplier’s name unless
the supplier is primarily engaged in such a business.

* Using a liquidated damage clause, penalty clause, waiver of defense, or attempting to collect liquidated damages, when such clause is void or unenforceable under Virginia or Federal law or regulations.

* Using any other deception, fraud, false pretense or promise in connection with consumer transactions. Committing violations pertaining to the sale of certain animals by pet dealers as described in Section 3.1-796.78, 3.1-796.79 or 3.1-796.82 of the Code of Virginia.

* Failing to disclose all conditions, charges, or fees relating to layaways and to return of goods for refund, exchange, or credit.

* Also, failing to provide written notice of an existing open-end credit balance in excess of $5 on an account maintained by the supplier and resulting from the consumer’s overpayment on such account.

**Further Violations**

* Any violation of the following acts: the Virginia Health Spa Act; the Virginia Home Solicitation Sales Act; the automobile Repair Facilities Act; the Virginia Lease-Purchase Agreement Act; the Virginia Public Telephone Information Act; the Credit Services Businesses Act; the Prizes Act and Gifts Act; the Collision Damage Waiver Act; Section 54-1-1505 of the Code of Virginia relating to hearing aids; the Refund Policy; the Motor Vehicle Manufactures’ Warranty Adjustment Act; the Pay-Per-Call Services Act; the Extended Service Contract Act; the Virginia Membership Camping Act; the Comparison Price Advertising Act; the Virginia Travel Club Act; and Sections 46.2-1231 and 46.2-12331 of the Code of Virginia, relating to towing.

For more information on this or any other consumer topic, please write to us, or visit our Website.

Virginia Department of Agriculture and Consumer Services
Office of Consumer Affairs
1100 Bank Street, Suite 100, Richmond, VA 23219

(800) 552-9963 or (804) 786-2042
www.vdacs.state.va.us
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The Rappahannock Area Agency on Aging
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- Assistance during Medicare annual open enrollment period
- Information for those who are new to Medicare, or who have moved to a new address
- Information on insurance coverage options such as Medigap and Long-Term Care
- Completion of Medicaid applications
- Submission of healthcare appeals
- Assistance finding financial help for Medicare premiums, deductibles, and co-payments
- Assistance with complex medical bills
- Understanding potential Medicare fraud and abuse

All counseling offered by VICAP Counselors is personalized, confidential, and free of charge.

Se habla español

Call 540-371-3375 to schedule your appointment
A Trusted Advisor

Guiding you along the way

When faced with the challenges of caring for an older family member, many families don’t know where to turn. Spring Arbor can help you through this difficult process. From performing daily tasks such as medication management, bathing, or dressing, to the challenges of Alzheimer’s or memory loss, we are here to be your guide.

Call or come by for your tour today!
5308 River Rd, Fredericksburg, VA 22407
540.548.2133
www.SpringArborLiving.com